Exhibit 300: Capital Asset Plan and Business Case Summary Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview (All Capital Assets)

1. Date of Submission: 2010-03-19 14:19:20

2. Agency: 016

3. Bureau: 00

4. Name of this Investment: Telephone Systems Replacement Project (TSRP)

5. Unique Project (Investment) Identifier: 016-00-02-00-01-2135-00

- 6. What kind of investment will this be in FY 2011?: Mixed Life Cycle
 - Planning
 - Full Acquisition
 - Operations and Maintenance
 - Mixed Life Cycle
 - Multi-Agency Collaboration
- 7. What was the first budget year this investment was submitted to OMB? *
- 8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap; this description may include links to relevant information which should include relevant GAO reports, and links to relevant findings of independent audits.

The purpose of the TSRP is to improve SSA's telephone services. The current systems were deployed in the late 1980s and early 1990s and were designed to address the agency's workload and telephone service requirements of that era. These 1525 systems are experiencing end-of-life deterioration, the inability to obtain repair parts, long return to service times, high costs of upgrading these systems to meet new workload demands and telephone service requirements, and the inability to expand these systems to meet required office expansions and new initiatives. To improve its services to the public, SSA has implemented a multi-year replacement of its aged telephone systems with a centrally managed Voice over Internet Protocol (VoIP) system. VoIP carries voice and data on the same network, saves administrative costs, and supports future technological improvements. SSA s new centrally managed VoIP system will allow calls to be re-routed during disasters and other emergencies. It will allow for expanded access to automated services and will support SSA's core services by reducing the busy rate and providing better availability by the public. The new system enables SSA to test future technologies, such as computer telephony integration, to allow SSA agents to quickly retrieve customer data while talking on the phone. To date, SSA has replaced 380 telephone systems and expects to complete all 1525 replacements by the end of FY2012.

- a. Provide here the date of any approved rebaselining within the past year, the date for the most recent (or planned)alternatives analysis for this investment, and whether this investment has a risk management plan and risk register.
- 9. Did the Agency's Executive/Investment Committee approve this request? * a.lf "yes," what was the date of this approval? *
- 10. Contact information of Program/Project Manager?
 - Name: *
 - Phone Number: *
 - Email: '

11. What project management qualifications does the Project Manager have? (per FAC-P/PM)? *

- Project manager has been validated according to FAC-PMPM or DAWIA criteria as qualified for this investment.
- Project manager qualifications according to FAC-P/PM or DAWIA criteria is under review for this investment.
- Project manager assigned to investment, but does not meet requirements according to FAC-P/OM or DAWIA criteria.
- Project manager assigned but qualification status review has not yet started.
- No project manager has yet been assigned to this investment.

12. If this investment is a financial management system, then please fill out the following as reported in the most recent financial systems inventory (FMSI):

Financial management system name(s)	System acronym	Unique Project Identifier (UPI) number
*	*	*

- a. If this investment is a financial management system AND the investment is part of the core financial system then select the primary FFMIA compliance area that this investment addresses (choose only one): *
 - computer system security requirement;
 - internal control system requirement;
 - o core financial system requirement according to FSIO standards;
 - Federal accounting standard;
 - U.S. Government Standard General Ledger at the Transaction Level;
 - this is a core financial system, but does not address a FFMIA compliance area;
 - Not a core financial system; does not need to comply with FFMIA

Section B: Summary of Funding (Budget Authority for Capital Assets)

1.

Table 1: SUMMARY OF FUNDING FOR PROJECT PHASES (REPORTED IN MILLIONS) (Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)										
	PY1 and earlier	PY 2009	CY 2010	BY 2011	BY+1 2012	BY+2 2013	BY+3 2014	BY+4 and beyond	Total	
Planning:	*	*	*	*	*	*	*	*	*	
Acquisition:	*	*	*	*	*	*	*	*	*	
Subtotal Planning & Acquisition:	*	*	*	*	*	*	*	*	*	
Operations & Maintenance :	*	*	*	*	*	*	*	*	*	
Disposition Costs (optional):	*	*	*	*	*	*	*	*	*	
SUBTOTAL:	*	*	*	*	*	*	*	*	*	
		Government F	TE Costs sh	ould not be ir	ncluded in the	amounts pro	ovided above.			
Government FTE Costs	*	*	*	*	*	*	*	*	*	
Number of FTE represented by Costs:	*	*	*	*	*	*	*	*	*	
TOTAL(inclu ding FTE costs)	*	*	*	*	*	*	*	*	*	

2. If the summary of funding has changed from the FY 2010 President's Budget request, briefly explain those changes:

*

Section C: Acquisition/Contract Strategy (All Capital Assets)

1.

		Ta	able 1: Cont	racts/Task C	orders Table						
Contract or Task Order Number	Type of Contract/Task Order (In accordance with FAR Part 16)	Has the contr act been awar ded (Y/N)	If so what is the date of the award? If not, what is the planned award date?	Start date of Contract/T ask Order	End date of Contract/T ask Order	Total Value of Contract/ Task Order (M)	Is this an Inter agen cy Acqu isitio n? (Y/N)	Is it perfo rman ce base d? (Y/N)	Com petiti vely awar ded? (Y/N)	What, if any, alternativ e financing option is being used? (ESPC, UESC, EUL, N/A)	Is EVM in the contr act? (Y/N)
Multi/SS00-07-60066	Firm Fixed Price (FFP)/Task Based Indefinite Delivery/Indefin ite Quantity (ID/IQ)	Y	2007-07-30	2008-03-05	2018-03-04	\$296.0	*	*	*	*	*
FTS2001/GS00T06NSD00 01	Task Based Indefinite Delivery/Indefin ite Quantity (ID/IQ)	Y	2006-06-01	2007-01-01	2010-06-01	\$154.4	*	*	*	*	*
S00-05-40020/GS-35F-02 79J	Blanket Purchase Agreement (BPA)	Y	2005-09-29	2005-09-29	2010-09-29	\$8.4	*	*	*	*	*
FTS2001/GS00T07NSD00 08	Task Based Indefinite Delivery/Indefin ite Quantity (ID/IQ)	Y	2007-03-29	2009-03-04	2017-03-28	\$67.6	*	*	*	*	*

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

3. Is there an acquisition plan which reflects the requirements of FAR Subpart 7.1 and has been approved in accordance with agency requirements? *

a. If "yes," what is the date? *

Section D: Performance Information (All Capital Assets)

		Tak	ole 1: Performan	ce Information Ta	ible		
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2009	Preserve the Public's Trust in Our Programs	*	*	Reduced local telephone service charges	Reduce local telephone service charges through implementation of new systems. TSRP cost avoidance estimated to be \$1.1 Million for 2009	Reduce local telephone service charges through implementation of new systems.TSRP cost avoidance estimated to be \$1.1 Million.	Actual Results Pending
2012	Preserve the Public's Trust in Our Programs	•	•	Reduced local telephone service charges	Reduce local telephone service charges through implementation of new systems. TSRP cost avoidance estimated to be \$1.1 Million for 2009	Reduce local telephone service charges through implementation of new systems. TSRP cost avoidance estimated to be \$14.1 Million.	Actual results available in FY2013
2009	Improve Our Retiree and Other Core Services	*	*	Reduce the return to service time after telephone system outage	600 minutes per outage on legacy systems	110 minutes per outage on installed systems	Average outage time for a TSRP installed office was 50 minutes per outage.
2010	Improve Our Retiree and Other Core Services	*	*	Reduce the return to service time after telephone system outage	600 minutes per outage on legacy systems	110 minutes per outage on installed systems	Actual results available FY2011
2011	Improve Our Retiree and Other Core Services	*	*	Reduce the return to service time after telephone system outage	600 minutes per outage on legacy systems	110 minutes per outage on installed systems	Actual results available FY2012
2012	Improve Our Retiree and Other Core Services	*	*	Reduce the return to service time after telephone system outage	600 minutes per outage on legacy systems	110 minutes per outage on installed systems	Actual results available FY2012
2013	Improve Our Retiree and Other Core Services	*	*	Reduce the return to service time after telephone system outage	600 minutes per outage on legacy systems	110 minutes per outage on installed systems	Actual Results in FY014
2009	Improve Our Retiree and Other Core Services	•	•	Replace Legacy Telephone Systems with new Enterprise Voice Over Internet Protocol (VoIP) systems	45 Pilot Systems and 1480 Legacy Telephone Systems	Replace 45 Pilot sites and 9 legacy systems in 4th qtr 2008 and install 321 Enterprise Voice Over Internet Protocal Field telephone systems in 2009 (Pilot Systems have same qualities as	Installed 380 VoIP sites, including pilot sites in 4th qtr 2008 and 2009.

Table 1: Performance Information Table									
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results		
2010	Improve Our Retiree and Other Core Services	*	•	Replace Legacy Telephone Systems with new Enterprise Voice Over Internet Protocol (VoIP) systems	45 Pilot Systems and 1480 Legacy Telephone Systems	TSRP solution) Install 471 Enterprise Voice Over Internet Protocal Field telephone systems	Actual results available FY2011		
2011	Improve Our Retiree and Other Core Services	*	*	Replace Legacy Telephone Systems with new Enterprise Voice Over Internet Protocol (VoIP) systems	45 Pilot Systems and 1480 Legacy Telephone Systems	Install 497 Enterprise Voice Over Internet Protocal Field telephone systems	Actual results available FY2012		
2012	Improve Our Retiree and Other Core Services	*	*	Replace Legacy Telephone Systems with new Enterprise Voice Over Internet Protocol (VoIP) systems	45 Pilot Systems and 1480 Legacy Telephone Systems	Install 174 Enterprise Voice Over Internet Protocal Field telephone systems	Actual results available FY2012		
2009	Improve Our Retiree and Other Core Services	*	*	Increase data network availability by providing 2 diverse T1 connections to the field offices	84% of network impacting events result in outage - in absense of dual carrier	25% of network impacting events result in outage - in dual carrier sites	None of the data network impacting events resulted in an outage in TSRP sites due to the presence of diverse dual carriers at each office.		
2010	Improve Our Retiree and Other Core Services	*	*	Increase data network availability by providing 2 diverse T1 connections to the field offices	84% of network impacting events result in outage - in absense of dual carrier	25% of network impacting events result in outage - in dual carrier sites	Actual results available FY2011		
2011	Improve Our Retiree and Other Core Services	*	•	Increase data network availability by providing 2 diverse T1 connections to the field offices	84% of network impacting events result in outage - in absense of dual carrier	25% of network impacting events result in outage - in dual carrier sites	Actual results available FY2012		
2012	Improve Our Retiree and Other Core Services	*	*	Increase data network availability by providing 2 diverse T1 connections to the field offices	84% of network impacting events result in outage - in absense of dual carrier	25% of network impacting events result in outage - in dual carrier sites	Actual results available FY2013		
2013	Improve Our Retiree and Other Core Services	*	•	Increase data network availability by providing 2 diverse T1 connections to the field offices	84% of network impacting events result in outage - in absense of dual carrier	25% of network impacting events result in outage - in dual carrier sites	Actual Results in FY2014		

Goal(s) Area Grouping Indicator Supported	Actual Results Actual results
2010 Preserve the Reduced local Reduce local Reduce local	
Our Programs service charges service charges service charges through implementation of new systems. TSRP cost avoidance estimated to be \$1.1 Million for 2009 telepriorie service charges through implementation of new systems. TSRP avoidance estimated to be \$1.1 Million for 2009	available FY2011
Preserve the Public's Trust in Our Programs * Reduced local telephone service charges through implementation of new systems. TSRP cost avoidance estimated to be \$1.1 Million for 2009 * Reduce local telephone service charges through implementation of new systems. TSRP cost avoidance estimated to be \$1.1 Million for 2009	Actual results available FY2012
2009 Improve Our * * Percent of FY 2008 Actual 83% Retiree and individuals who 81% Other Core do business Services with SSA rating the overall service as excellent, very good, or good	81%
2010 Improve Our * * Percent of Retiree and Individuals who Other Core Services With SSA rating the overall service as excellent, very good, or good	Actual results available FY2011
2011 Improve Our * * Percent of FY 2008 Actual 83.5% Retiree and individuals who 81% Other Core do business Services with SSA rating the overall service as excellent, very good, or good	Actual results available FY2012
2012 Improve Our * * Percent of FY 2008 Actual TBD Retiree and Other Core do business Services with SSA rating the overall service as excellent, very good, or good	Actual results available FY2013
2013 Improve Our * * Percent of FY 2008 Actual TBD Retiree and individuals who 81% Other Core do business Services with SSA rating the overall service as excellent, very good, or good	Actual Results in FY2014
· · · · · · · · · · · · · · · · · · ·	Busy rate was less than 1% for

		Tab	ole 1: Performand	ce Information Ta	ble		
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Other Core Services			to the Installed Field offices and thereby provide more access to office personnel or automated services		installed offices	FY09. Busy rate is impacted by TSRP being unavailable. Line capacity is not an issue
2010		*	*	In any Training Class, Trainee respondents to the Contractors post-training survey form rate the training three or better on a scale of one (unsatisfactory) to five (Excellent).	Vendor receives an average of three or higher on post-training survey forms following a Training Class.	Vendor receives an average of three or higher on post-training survey forms following a Training Class	October 2009-March 2010: rated three or higher; April 2010-Sept 2010, available October 2010.
2011		•	•	In any Training Class, Trainee respondents to the Contractors post-training survey form rate the training three or better on a scale of one (unsatisfactory) to five (Excellent).	Vendor receives an average of three or higher on post-training survey forms following a Training Class.	Vendor receives an average of three or higher on post-training survey forms following a Training Class	Actual results available FY2012
2012		*	*	In any Training Class, Trainee respondents to the Contractors post-training survey form rate the training three or better on a scale of one (unsatisfactory) to five (Excellent).	Vendor receives an average of three or higher on post-training survey forms following a Training Class.	Vendor receives an average of three or higher on post-training survey forms following a Training Class	Actual results available FY2013

Part II: Planning, Acquisition And Performance Information

Section A: Cost and Schedule Performance (All Capital Assets)

	1. Comp	arison of Actua	al Work Comple	eted and Actua	I Costs to Curr	ent Approved I	Baseline	
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
FY06 - TSRP/VOIP Project Pilot	\$5.8	\$5.5	2005-10-01	2005-10-01	2006-09-30	2006-09-30	100.00%	100.00%
FY08 - Noblis Consultation	\$0.1	\$0.1	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY08 - SDP Hardware and Install Labor	\$16.5	\$16.5	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY08 - FO Hardware and Install Labor	\$2.5	\$2.5	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY08 - Data Network Infrastructure	\$2.2	\$2.2	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY08 - Facility Infrastructure Upgrade	\$0.0	\$0.0	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY08 - TSRP Operations and Maintenance	\$0.6	\$0.5	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY08 - TSRP Government FTE Costs	\$0.8	\$0.8	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY09 - Pilot Extension	\$0.7	\$0.7	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - Noblis Consultation	\$0.1	\$0.1	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - SDP Hardware and Install Labor	\$7.7	\$7.8	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY06 - SSA Program Management Office	\$0.6	\$0.6	2005-10-01	2005-10-01	2006-09-30	2006-09-30	100.00%	100.00%
FY09 - Large Site Hardware and Install Labor	\$2.9	\$2.9	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - FO Hardware and Install Labor	\$23.4	\$22.3	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - Data Network Infrastructure	\$6.3	\$6.7	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - Facility Infrastructure Upgrade	\$0.5	\$0.1	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - TSRP Operations and Maintenance	\$7.2	\$6.6	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%

	1. Comp	arison of Actua	al Work Comple	eted and Actua	l Costs to Curr	ent Approved	Baseline	
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
FY09 - TSRP Government FTE Costs	\$0.7	\$0.7	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - Management	\$0.1	\$0.1	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - non-DCS support	\$4.2	\$4.2	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY10 - Large Site Hardware and Install Labor	\$4.0	\$2.9	2009-10-01	2009-10-01	2010-09-30		66.00%	66.00%
FY10 - FO Hardware and Install Labor	\$30.6	\$20.2	2009-10-01	2009-10-01	2010-09-30		67.00%	66.00%
FY07 - Pilot Extension	\$5.1	\$5.0	2006-10-01	2006-10-01	2007-09-30	2007-09-30	100.00%	100.00%
FY10 - Data Network Infrastructure	\$9.7	\$9.6	2009-10-01	2009-10-01	2010-09-30		79.00%	99.00%
FY10 - Facility Infrastructure Upgrade	\$0.1	\$0.0	2009-10-01	2009-10-01	2010-09-30		75.00%	75.00%
FY10 - TSRP Operations and Maintenance	\$20.6	\$13.9	2009-10-01	2009-10-01	2010-09-30		69.00%	69.00%
FY10 - TSRP Government FTE Costs	\$1.0	\$0.8	2009-10-01	2009-10-01	2010-09-30		75.00%	75.00%
FY10 - Management	\$0.2	\$0.1	2009-10-01	2009-10-01	2010-09-30		75.00%	75.00%
FY10 - non-DCS support	\$4.4	\$3.3	2009-10-01	2009-10-01	2010-09-30		75.00%	75.00%
FY11 - TSRP FY11 Planning Package	*	*	2010-10-01		2011-09-30		0.00%	0.00%
FY12 - TSRP FY12 Planning Package	*	*	2011-10-01		2012-09-30		0.00%	0.00%
FY13 - TSRP FY13 Planning Package	*	*	2012-10-01		2013-09-30		0.00%	0.00%
FY14 - TSRP FY14 Planning Package	*	*	2013-10-01		2014-09-30		0.00%	0.00%
FY07 - Mitretek Consultant Fee	\$0.9	\$0.8	2006-10-01	2006-10-01	2007-09-30	2007-09-30	100.00%	100.00%
FY15 - TSRP FY15 Planning	*	*	2014-10-01		2015-09-30		0.00%	0.00%

	1. Comp	arison of Actua	al Work Comple	eted and Actua	I Costs to Curr	ent Approved I	Baseline	
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
Package								
FY16 - TSRP FY16 Planning Package	*	*	2015-10-01		2016-09-30		0.00%	0.00%
FY17 - TSRP FY17 Planning Package	*	*	2016-10-01		2017-09-30		0.00%	0.00%
FY18 - TSRP FY18 Planning Package	*	*	2017-10-01		2018-09-30		0.00%	0.00%
FY07 - SDP Rack Installation	\$0.1	\$0.1	2006-10-01	2006-10-01	2007-09-30	2007-09-30	100.00%	100.00%
FY07 - NMS - R163	\$0.6	\$0.6	2006-10-01	2006-10-01	2007-09-30	2007-09-30	100.00%	100.00%
FY07 - Long Distance - R500	\$0.2	\$0.0	2006-10-01	2006-10-01	2007-09-30	2007-09-30	100.00%	100.00%
FY07 - SSA Program Management Office	\$0.9	\$0.9	2006-10-01	2006-10-01	2007-09-30	2007-09-30	100.00%	100.00%
FY08 - Pilot Extension	\$4.7	\$4.5	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%

^{* -} Indicates data is redacted.